

AUTOMATED CALL DISTRIBUTION

The intelligent routing of incoming calls to the appropriate resource quickly and efficiently according to pre-defined business rules. Allows a supervisor to dynamically change the routing to increase productivity with an easy to use Graphical User Interface.

Intelligent routing

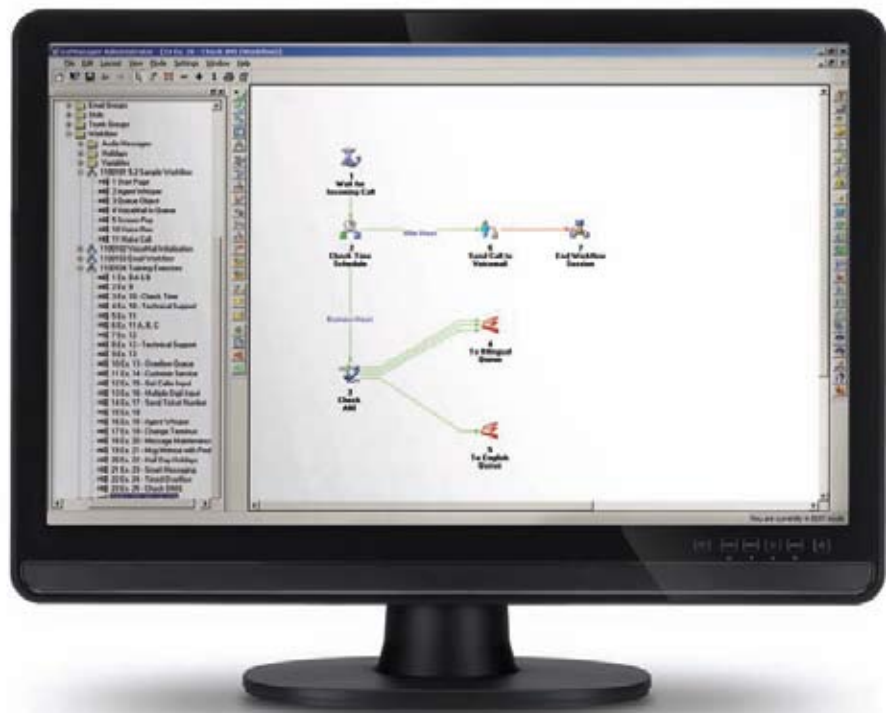
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Powerful feature set

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Key features

Simply and quickly configure users, queues, teams and inbound numbers in a single administration environment. Every customer is different, and the workflow editor at the heart of ICE controls all aspects of contact management with drag and drop functionality, helping you execute changes and priorities fast giving you unrestricted control.



Automated Call Distribution

Improved customer service

Routing that ensures customers receive the right level of service from the most appropriate agent in the optimum time frame.

Flexible and efficient routing strategies

Routing that provides the ability to segment & prioritise interactions according to customer value, the desired service level or any other business need.

Customised solution

A highly customisable solution that allows a routing strategy to be adjusted per interaction. It is possible to personalise the routing according to the value of the customer. It is also possible to use dynamic routing to adjust the strategy to meet the state of the call centre.

Optimised resources

With an intelligent routing solution combined with efficient monitoring, the productivity of the call centre is maximised. With better use of skills, the agents are more efficient and the time spent per transaction decreases.

Real-time visibility

See all agents and queues at a glance on one display. React to unusual circumstances or see the workflow react to the incoming call and monitor the results.

Business efficiency

The routing and prioritisation of calls can be based on dynamic business data obtained from CRM/database and predefined business rules.

